

LA Remedy Report

Report Date: 10/3/2001

Report Period: 200107

Tier 2

BIA: Billing Invoice Accuracy (BNMKP)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid	
STATE		0	0	P	0.00%	0.00%	99.59%	0.00	0.00	6,572,385	26,949	0	\$0	\$0

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Tier 2

CCC: Coordinated Customer Conversions - UNE Loop w/o NP (BNMK)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid	
STATE		0	0	P	95.00%	0.00%	100.00%	0.00	0.00	147	147	0	\$0	\$0

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Tier 2

CCC-HC: Coordinated Customer Conversions - Hot Cuts (BNMK)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid	
STATE		0	0	P	95.00%	0.00%	99.25%	0.00	0.00	134	133	0	\$0	\$0

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Tier 2

CCC-PPTHG: Percent Troubles in 7 days - Hot Cuts (BNMK)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	0	0	P	5.00%	0.00%	1.40%	-0.04	0.00	143	2	0	\$0	\$0

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Tier 2

CTRR-DSGN: Customer Trouble Report Rate - Design (RATE)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	1.68233631	-5.80290535	P	N/A	1.00%	0.67%	7.49	0.00	7,667	38	0	\$0	\$0

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Tier 2

CTRR-POTS: Customer Trouble Report Rate - POTS (RATE)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	1.64420058	-31.5406227	P	N/A	2.84%	2.44%	33.18	0.00	93,316	940	0	\$0	\$0

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Tier 2

CTRR-TRNK: Customer Trouble Report Rate - IC-Trunks (RATE)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	0.95005282	-1.00880681	P	N/A	0.03%	0.00%	1.96	0.00	25,836	1	0	\$0	\$0

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CTRR-UNEGA: Customer Trouble Report Rate - UNE Loops GA Order (RATE)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	2.63048882	-10.1074337	P	N/A	2.26%	1.53%	12.74	0.00	11,422	32	0	\$0	\$0

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CTRR-UNELS: Customer Trouble Report Rate - UNE Line Sharing (RATE)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-9.0655035	-1.14523413	F	N/A	0.51%	3.87%	-7.92	1.00	336	13	13	\$0	\$0

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Tier 2

CTRR-UNEPC: Customer Trouble Report Rate - UNE Loops and Port Combos (RATE)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-0.865035	-13.16295	P	N/A	2.86%	2.21%	12.30	0.00	16,235	244	0	\$0	\$0

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Tier 2

CTRR-UXDSL: Customer Trouble Report Rate - UNE XDSL (RATE)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-8.5987202	-0.99353718	F	N/A	0.00%	1.20%	-7.61	1.00	2,667	32	32	\$0	\$0

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Tier 2

MAD-DSGN: Maintenance Average Duration - Design (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	0.53647514	-1.23401284	P	N/A	5.09	7.83	1.77	0.00	38	12	0	\$0	\$0

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Tier 2

MAD-POTS: Maintenance Average Duration - POTS (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	3.2881184	-11.2602841	P	N/A	24.34	20.27	14.55	0.00	2,376	785	0	\$0	\$0

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Tier 2

MAD-TRNK: Maintenance Average Duration - IC Trunks (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-1	-0.1569213	F	N/A	.17	3.97	-0.84	0.21	1	1	1	\$0	\$0

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Tier 2

MAD-UNEGA: Maintenance Average Duration - UNE Loops GA Order (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	3.7011053	-3.03036623	P	N/A	23.63	7.93	6.73	0.00	173	18	0	\$0	\$0

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MAD-UNELS: Maintenance Average Duration - UNE Line Sharing (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-0.1393821	-0.58309072	P	N/A	34.62	28.85	0.44	0.00	13	5	0	\$0	\$0

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MAD-UNEPC: Maintenance Average Duration - UNE Loop and Port Combos (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	4.48312304	-4.38627814	P	N/A	21.79	10.58	8.87	0.00	360	87	0	\$0	\$0

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OCI-DSGN: Order Completion Interval - Design (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	1.58264838	-0.55986474	P	N/A	13.90	5.57	2.14	0.00	7	1	0	\$0	\$0

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OCI-POTS: Order Completion Interval - POTS (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	11.6623208	-27.0702331	P	N/A	1.09	.88	38.73	0.00	19,038	1,862	0	\$0	\$0

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OCI-TRNK: Order Completion Interval - IC Trunks (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-2.4502389	-0.50632648	F	N/A	21.31	29.86	-1.94	0.49	7	7	4	\$0	\$0

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OCI-UNEGA: Order Completion Interval - UNE Loops GA Order (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-63.951977	-2.92341486	F	N/A	1.21	6.78	-61.03	1.00	180	135	135	\$0	\$0

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OC UNELs: Order Completion Interval - UNE Line Sharing (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-4.0715781	-0.99253473	F	N/A	2.71	3.69	-3.08	0.77	45	35	27	\$0	\$0

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OCI-UNEPC: Order Completion Interval - UNE Login and Port Combos (MEAN)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	2.1322587	-8.27333879	P	N/A	1.03	1.00	10.41	0.00	1,221	320	0	\$0	\$0

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OCI-UXDSL: Order Completion Interval -LINE XDSL without Conditioning (BNMK)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	0	0	F	100.00%	0.00%	98.04%	-0.02	0.00	51	50	1	\$0	\$0

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PMIA-DSGN: Percent Missed Installation Appointments - Design (PROP)

OCN/ ACNA	Z-Score	Balancing Critical Value	Pass/Fail Indication	BNMK %	BST Metric Result	CLEC Metric Result	Parity Gap	Volume Prop	Total Txns	Txns in Negative Cells	Affected Volume	Fee Schedule Amt/Item	Remedy Paid
STATE	-0.53694	-0.42980684	F	N/A	5.00%	5.88%	-0.11	0.03	17	1	1	\$0	\$0

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